

Fast Facts

From Dr. Katz



DHS Mission Statement: "To ensure access to high-quality, patient-centered, cost-effective health care to Los Angeles County residents through direct services at DHS facilities and through collaboration with community and university partners."

July 24, 2012

Director's Perspective

It has been an exciting summer. The "kickoff" was a visit by U.S. Health and Human Services Secretary Kathleen Sebelius to Hudson Comprehensive Health Center. It isn't every day that a United States Cabinet Secretary visits us. The first thing I noticed as I was bicycling up to the clinic was that the place was crawling with secret service agents with plastic earpieces. The welcoming party for the Secretary included Supervisor Zev Yaroslavsky and administrator Michael Mills, who provided a clinic tour. Dr. Sharon Graham explained how medical homes work, and Donna Nagaoka, administrator of the Long Beach Comprehensive Health Center, organized a panel discussion on the care of HIV-infected patients in DHS. The panel included three of our patients who spoke of the wonderful care they had received at Long Beach Comprehensive Health Center, and were joined by Dr. Mallory Witt and Dr. Jeffrey Barbosa. The Secretary was impressed, and we learned shortly after the visit that HHS approved our HIV waiver which will provide continued funding for our HIV program.

"Operation Full Enrollment" has been a huge success. We have now enrolled over 200,000 patients into Healthy Way L.A. thanks to the hard work of DHS staff and our community partners. As one indication of the success of this program, enrollment was only 60,000 a year ago, even though the program had already been in operation for two years. These patients will move smoothly into Medicaid in January, 2014, under federal health reform. This means they will have full insurance, many of them for the first time, and DHS and our community partners will have a funding source for providing great care.

My children are enjoying summer camp in Los Angeles. Roxie, my daredevil 8 year old girl is at a water camp where she is learning to surf and wakeboard. My more cautious 10 year old son is enjoying a sports camp of indoor basketball and dodge ball. I send you all my best wishes and gratitude for the work you do.



Gutierrez Appointed to Pharmacy Board

Contributed by Lisa Finkelstein

Congratulations to Dr. Amy Gutierrez on her appointment by Governor Jerry Brown to the California State Board of Pharmacy. Dr. Gutierrez has been the chief pharmacy officer and director of pharmacy affairs for the DHS since January, 2006. In this role, she is responsible for the administration of pharmacy policy, pharmaceutical formulary purchasing, medication safety, and automation planning and implementation. Dr. Gutierrez earned her Doctorate of Pharmacy degree from the University of Southern California (USC) School of Pharmacy and completed a California Healthcare Leadership Fellowship in 2007. She is an assistant professor of clinical pharmacy at the University of Southern California and Western University of Health Sciences.



Dr. Gutierrez's 28 year career with Los Angeles County began in 1984 at Harbor-UCLA Medical Center. From 1986 to 2005, Dr. Gutierrez held various positions at the Martin Luther King, Jr. Medical Center. She is a member of the California Hospital Association's Medication Safety Committee and is a frequent speaker for numerous local and national organizations on topics such as medication safety, regulatory compliance, pharmacy savings, federal 340B drug pricing, and pharmaceutical oversight. The Board of Pharmacy's mission is focused on the protection and promotion of Californians' health and safety through quality pharmacist care. Dr. Gutierrez's knowledge and experience in a large multi-facility healthcare system and leadership skills will make her a valuable advisory member. The appointment is a testimony to Dr. Gutierrez's commitment to serving the residents of Los Angeles County and she is extended congratulations as she takes on this high profile leadership position.

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Harbor-UCLA Nurse Marks 60 Years of Service

Contributed by Michael Wilson



When Leophis Hester, LVN, began her nursing career at Harbor General Hospital in 1952, Harry Truman was president, a young Queen Elizabeth became the monarch of England, the Subway Terminal in downtown Los Angeles was a major transportation hub, and the TV classic "I Love Lucy" was on the airwaves.

Last month, the Arkansas-native marked 60 continuous years of service to the residents of Los Angeles County, a jubilee milestone she shares with one other County employee. "Nurses are special people, and we are fortunate to have an employee who has given so much of her life to caring for others," said DHS director Dr. Mitchell Katz. "Our DHS hospitals are training centers for the most complex medical specialties, and I know that

Leophis could give all of us training in the spirit of the heart and longevity."

Hester started as a nursing attendant and two years later, in 1954, became a licensed vocational nurse. She holds the same position today in one of Harbor's outpatient clinics. She renews her nursing license every two years and has no plans to quit. "We have more modern equipment today, but the patients are more or less the same," she says. Among the changes she has witnessed was the integration of men and women in the hospital from the ward style barracks on the original campus, and increased regulation and oversight in all areas of patient care.

Outside of her busy full-time work schedule, she enjoys weekend trips to Santa Barbara, Solvang, and Las Vegas. She has traveled extensively, visiting Japan, China, and other international locales. She has a taste for B.B. King, Aretha Franklin, and shopping to wind down from the stresses of nursing. "I stay at Harbor because I enjoy taking care of the patients," she says. "You've got to keep going and stay focused." For her Harbor-UCLA family, Leophis is a legend and inspiration who has earned the admiration, gratitude and respect of all her colleagues and patients ... spell that, in Aretha's words, **R-E-S-P-E-C-T**.

Attractive Health Record Seeks Personality

Contributed by Michael Wilson

If you've got marketing flair and a gift for words, here's your chance to be part of DHS history and win a new Apple iPad. As the department moves closer to selecting an electronic health record (EHR) vendor, the executive leadership team is inviting all employees to participate in a contest to "name" the new system. Implementation of the new system is expected to begin in January, 2013.



The contest is open from July 1 to August 15. Entries must be submitted by email to contest@dhs.lacounty.gov and must include employee name, job title, work location, and daytime contact number. The contest is open to all DHS employees, including student workers and contractors. Contestants are limited to one entry.

An EHR replaces the traditional paper medical record and allows care providers to chart electronically, send prescriptions directly to the pharmacy, receive care prompts, and provide authorized users with a single, complete, and updated patient record across all DHS touch points.

"We hope the contest will create some energy and enthusiasm for an exciting chapter in the department," said DHS chief information officer Kevin Lynch. "It's a fun way to make a generic technology something unique to DHS with a personality. We encourage originality and creativity."

A panel will review and select 10 Semi-Finalists from all submitted entries to be announced in late August. From that list, all DHS employees will be able to vote for their favorite name. The five Finalists with the most votes will be invited to a recognition luncheon with DHS leaders. One Grand Prize winner will be selected from the Finalist entries and presented with a new Apple iPad. Visit the DHS YouTube page for a video message on the contest from Dr. Katz, <http://www.youtube.com/mitchkast>.

CPR Has Stayin' Power, Residents Learn

Contributed by Lisa Finkelstein

Over 5,000 residents of Los Angeles County learned the basics of "hands only" cardio pulmonary resuscitation (CPR) on June 7 thanks to a unique collaboration between the Emergency Medical Services (EMS) Agency, the Los Angeles County Fire Department, and the American Heart Association. The "Sidewalk CPR" event synchronized CPR trainings at more than 80 retail and other public sites across the County. Fire stations, ambulance companies, and hospitals provided EMT-certified personnel who trained residents in the simple CPR technique that experts say is vital to saving life when a person goes into sudden cardiac arrest.

Teams of firefighters, life-guards, paramedics, and EMTs used mannequins to demonstrate how to apply a tight hand clasp to the top of the breastbone when someone collapses. 100 presses a minute is the optimal rate to keep blood flowing and improve chance for survival. For the disco-inclined, the Bee Gee's classic "Stayin' Alive" recording provides the perfect beat for measuring CPR.



"We have an organized emergency medical system in Los Angeles County, but it doesn't work unless the patient gets CPR to keep the blood and oxygen circulating," said EMS medical director Dr. William Koenig. "Without that, the whole system collapses." Koenig said only 30% of patients today have a chance of getting CPR, a trend EMS leaders hope to improve through the program. "We came up with this idea because we know that people want to help that person in need, but don't always know what to do," said EMS director Cathy Chidester. "It's important to take quick action in that brief window of time before paramedics arrive." Only 8% of those who have sudden cardiac arrest outside of a hospital survive, she said. An additional 7,000 people were trained in neighboring counties, bringing the grand total to over 12,000 people trained on a single day.

Olive View Improves Ambulatory Care in Measurable Way

Contributed by Mark Richman, M.D.

Guided by its Ambulatory Care Council, Olive View-UCLA Medical Center is improving the ambulatory care experience through ATEMM Clinics software that improves and measures visit cycle time. ATEMM time-stamps all milestones (e.g., disposition) and captures the names of persons performing them. Managers view a real-time electronic "greaseboard" of waiting and treatment rooms. Arrived patients are added to "Waiting Room" view by medical record number, with demographic information pulled from Affinity. Staff and providers no longer have to wander clinics seeking available rooms because ATEMM indicates if a room is available or occupied.

Single clicks allow staff and providers to sign-up and move patients from a "Waiting" to "Treatment" room. Upon provider sign-up, ATEMM auto-prints clinic-specific order sheets pre-populated with patient and provider identifiers and prior medication reconciliation (performed in ATEMM, pulling patients' medications from DHS's electronic data repository and prior ATEMM sessions). At disposition, prescriptions populated with patient demographics and prescriber identifiers and licensure print from medication reconciliation, with discharge instructions and patient education materials selected from a drop-down list of L.A. Care's patient education handouts.

ATEMM's medication reconciliation process facilitates medication history and prescribing accuracy, and prescribing clinical decision support will be added. ATEMM prints legible, formulary-approved prescriptions aided by formulary medication and dosing guidance. In upcoming releases, patients will complete electronic satisfaction surveys at visit end. Clinic managers receive reports monthly and on-demand detailing cycle time intervals, identifying bottlenecks, and describing numbers of patients discharged, transferred to ED, and admitted from each clinic. Provider productivity by rank (e.g., Intern) is also available. With its success in primary care established, the ATEMM Clinics software will expand hospital-wide, allowing comprehensive view of Olive View's ambulatory care improvement efforts.

